



The City Source

NEW

Brush/Bulk Pickup Service:

One call does it all: 856-CITY

The City is launching a totally new system for picking up your residential brush and bulky household items. Beginning on April 3, you can call the **Citizens First Info Center** at **856-CITY (856-2489)** to request a pickup—and in most cases your pickup will be scheduled for the next day. If you're planning ahead, you can call to schedule your pickup as much as two weeks in advance.

The City's new system will be faster and more efficient. You can call 856-CITY on weekdays from 8 a.m. until 6 p.m.

Once you request the pickup, you'll need to place the brush and bulky items on the curb in front of your residence the day before your scheduled pickup. Please do not mix brush and bulk items together—the brush items need to be banded and kept separate from the bulky items.

If you have any questions about this pickup service, call 856-CITY (856-2489)!





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How is the new system different?

Now, you don't have to wait for designated times to have your brush or bulk items picked up—but you do have to call to schedule a pickup. The City is making the most of its new Info Center and is giving you the opportunity to take care of all your City business with just one call—856-CITY.

What can be included as brush?

The City defines brush as twigs and branches, and excludes stumps and leaves. To be picked up, brush should be broken and bundled into pieces less than 8 feet long. Individual limbs should be no larger than 3" in diameter.

What about leaves?

Leaves cannot be included in your brush pickup. Leaves are collected in a special fall pickup, which is not part of the new brush/bulk program. The leaves collected in the fall are composted by the City. To dispose of leaves at other times of the year, you may place them in plastic garbage bags with the proper tags and leave them for your garbage collector. Or, you could start your own compost pile—if you'd like more information about composting, call the Department of Waste Management at 847-1806.



What can be included as bulk?

Bulk household items include furniture, small appliances, washers, dryers, televisions, stoves, etc. No single item should be too large for two collectors to load.

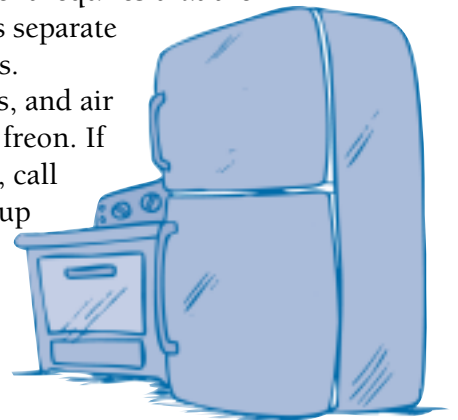


What cannot be picked up as brush or bulk?

Items not eligible for this pickup service include—but are not limited to—leaves, tires, car parts, demolition/construction debris, household garbage, and liquids of any sort. These items and others that can't be picked up as part of this service can be disposed of at the City landfill. This service is for residential homes only.

Why must freon items be picked up only on Wednesdays?

The federal government requires that the City keep freon items separate from other bulk items. Refrigerators, freezers, and air conditioners contain freon. If you have these items, call 856-CITY and a pickup will be scheduled for the next Wednesday.





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It's as *easy* as
1, 2, 3!

Step 1: Call 856-CITY to schedule a pickup.

Step 2: Prepare your brush and bulk household items.

Step 3: Place them on the curb the day before your scheduled pickup.

Get it all
done with
just one call!

The Info Center is helping the City fulfill its commitment to provide the highest level of customer service to citizens. The new brush and bulk pickup service is just one example of a City service that will now be coordinated through the Citizens First Info Center. Here are just a few ways that you can use 856-CITY to help you.

Request services:

Bulk/brush pickup, street & sidewalk repairs, utility services

Report situations:

Illegal dumping, abandoned vehicles, street or traffic light outages

Ask a question:

Utilities, payments, decals, business licenses, taxes, City departments' hours of operation

Reach any City department!

We're at your
service!

We hope you've heard about the Citizens First Info Center. Now you can call one number to

take care of almost any non-emergency business you have with the City by calling 856-CITY!



While you can still call City departments directly, calling the Citizens First Info Center lets you access the entire City with just one call. You can also access the Info

Center and make inquiries through the City's Web site (www.ci.lynchburg.va.us). The Info Center staff can address nearly any general question or request for service.

In addition, the Info Center staff has a powerful computer program that links it with every department in the City. The software, called Respond!, is helping the City provide excellent customer service to citizens.

Using Respond!, personnel in any department are able to take citizen inquiries, enter the caller's information, and transfer that information to just the right person. The system stores all of the information about the call and monitors response times. If the designated person does not respond to your inquiry, the program even reminds them by sending them messages. Respond! also provides information that can be used to identify trends in City services and complaints.

The Info Center is located at Fire Station No. 1 at 800 Madison Street (the former 911 center) and is open from 8 a.m. to 6 p.m., Monday through Friday. The Citizens First Info Center is just one way the City is making itself more accessible to you—our customers!